

428

ABSTRACT OF THE DISCLOSURE

430

432

434

436

438

440

442

444

A method for doing business includes a menu of services from which services are selected and performing those services on an outsourced basis to plants, such as industrial plants. An overall plan for providing maintenance and technical services for businesses and plants, as broadly defined, includes generic procedures for the services written as a manual of standard practices. A knowledge base or experience database of data and people is utilized, and both hardware and software tools are selected and used in providing the services. Technical services are offered to customers on an outsourced basis according to a menu of services available. A menu is provided for categories of equipment on which the technical services provider offers technical services and a menu is also provided identifying the technical services which are offered. The services are modular and are selected based upon the customer's needs. The modular services are offered at two levels, a basic level and a high end level. Motor services are offered to customers on an outsourced basis according to a menu of services available. The services are modular and are selected based upon the customer's needs. The modular services are offered at two levels, a basic level and a high end level.